

Enterprise Handheld Services Sample Activation Instructions

Subject: Welcome to Enterprise Handheld Services - Good Messaging

Welcome to Enterprise Handheld Services, a service provided by the Virginia Information Technologies Agency (VITA) through its partnership with Northrop Grumman. Below you will find instructions on how to set up your handheld device with the Good Technology application. If you have any issues with the set up, please contact the VITA Customer Care Center at (866) 637-8482.

HANDHELD SETUP - ANDROID

This one-time setup takes about 10-20 minutes depending on your specific handheld and network coverage. Before you begin, ensure you are in a strong network coverage area.

Step 1: Using your handheld's browser, visit <https://get.good.com>.

Step 2: Download the Good for Enterprise application.

Step 3: After download completes, the Good for Enterprise application will be installed automatically. Once installation completes, launch the Good application.

Step 4: Log in with the following information (case insensitive):

Email Address: user@agency.gov

PIN: #####

***Your PIN will expire: Wednesday, September 14, 2011 4:34:44 PM EDT

Step 5: Download the VITA Android profile and certificate.

Step 6: After completing setup, you can place the Good application and the Good Widget on your home screen for quick access.

Please note: Per VITA policy, if your device is not protected with a password, you will be required to set one up at this time.

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HANDHELD SETUP - iPHONE

This one-time setup takes about 10-20 minutes depending on your specific handheld and network coverage. Before you begin, ensure you are in a strong network coverage area.

Step 1: Using your handheld's browser, visit <https://get.good.com>.

Step 2: Download the Good for Enterprise application.

Step 3: After download completes, launch the Good application.

Step 4: Log in with the following information (case insensitive):

Email Address: user@agency.gov

PIN: ####

***Your PIN will expire: Wednesday, September 14, 2011 4:34:44 PM EDT

Step 5: Download the VITA iOS profile and certificate.

Please note: Per VITA policy, if your device is not protected with a password, you will be required to set one up at this time.

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HANDHELD SETUP - PALM OS

This one-time setup takes about 10-20 minutes depending on your specific handheld and network coverage. Before you begin, ensure you are in a strong network coverage area.

Step 1: Using your handheld's browser, visit <https://get.good.com>.

Step 2: Download the OTA Setup.

Step 3: After OTA Setup download completes, select OK.

Step 4: OTA Setup will start automatically.

Step 5: Press the "start" button.

Step 6: Log in with the following information (case insensitive):

Email Address: user@agency.gov

PIN: #####

***Your PIN will expire: Wednesday, September 14, 2011 4:34:44 PM EDT

Step 7: Download the VITA PALM profile and certificate.

Please note: Per VITA policy, if your device is not protected with a password, you will be required to set one up at this time.

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HANDHELD SETUP - SYMBIAN (NOKIA)

This one-time setup takes about 10-20 minutes depending on your specific handheld and network coverage. Before you begin, ensure you are in a strong network coverage area.

Step 1: Using your handheld's browser, visit <https://get.good.com>.

Step 2: Download the OTA Setup.

Step 3: After OTA Setup download completes, press the Applications key, which is located left of the joystick.

Step 4: Open the Apps folder and select the OTA Setup application.

Step 5: Log in with the following information (case insensitive):

Email Address: user@agency.gov

PIN: #####

***Your PIN will expire: Wednesday, September 14, 2011 4:34:44 PM EDT

For handhelds with a numeric keyboard use the following PIN: 52867-58365-79658-66767-54745-77557

***NOTE: The unlock PIN on a NEW Nokia handheld is 12345.

Step 6: Download the VITA SYMBIAN profile and certificate.

Please note: Per VITA policy, if your device is not protected with a password, you will be required to set one up at this time.

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HANDHELD SETUP - WINDOWS MOBILE POCKET PC

This one-time setup takes about 10-20 minutes depending on your specific handheld and network coverage. Before you begin, ensure you are in a strong network coverage area.

Step 1: Using your handheld's browser, visit <https://get.good.com>.

Step 2: Download the OTA Setup.

Step 3: After OTA Setup has been downloaded, return to the Today screen.

Step 4: Select the Start menu and select Programs.

Step 5: Select the OTA Setup program.

Step 6: Log in with the following information (case insensitive):

Email Address: user@agency.gov

PIN: #####

***Your PIN will expire: Wednesday, September 14, 2011 4:34:44 PM EDT

Step 7: Download the VITA WINPKT profile and certificate.

Please note: Per VITA policy, if your device is not protected with a password, you will be required to set one up at this time.

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HANDHELD SETUP - WINDOWS MOBILE SMARTPHONE

This one-time setup takes about 10-20 minutes depending on your specific handheld and network coverage. Before you begin, ensure you are in a strong network coverage area.

Step 1: Using your handheld's browser, visit <https://get.good.com>.

Step 2: Download the OTA Setup.

Step 3: After OTA Setup download completes, select OK.

Step 4: If OTA Setup does not start automatically, locate the saved file and launch it manually.

Step 5: Log in with the following information (case insensitive):

Email Address: user@agency.gov

PIN: #####

***Your PIN will expire: Wednesday, September 14, 2011 4:34:44 PM EDT

For handhelds with a numeric keyboard use the following PIN: 52867-58365-79658-66767-54745-77557

Step 7: Download the VITA WINSMART profile and certificate.

Please note: Per VITA policy, if your device is not protected with a password, you will be required to set one up at this time.